InSideControl

# InSideControl App
# InSideControl HD App

## User manual

This document describes the use of the applications InSideControl App and InSideControl HD App.

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Schneider Electric

www.schneider-electric.com

# Schneider Electric Industries SAS

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# This user manual

This document describes the use of the applications *InSideControl App* and *InSideControl HD App*.

Read all instructions, safety instructions and this user manual carefully before commissioning to ensure that the App is used safely and correctly.

- Schneider Electric is not liable for performance problems and incompatibilities caused by applications, services or devices from third-party providers.
- Applications/devices and their functions may differ according to country, region or hardware specifications.
- Images of the *App/HD App* always show portable devices with the Android operating system. The displays on Apple portable devices are different from these images.
- Images and screenshots in this user manual may differ from the actual product's appearance.
- The latest software for Windows and MAC OS X, along with the relevant documentation, is available at www.schneider-electric.com or directly under the following QR code.

http://www2.schneider-electric.com/sites/corporate/en/products-services/product-launch/knx/knx-inside-control.page

- Keep this manual for reference purposes.

## Conventions

### Abbreviations used

The following terms and abbreviations are used in this document:

| Use | Abbreviation for | Explanation |
|---|---|---|
| App | InSideControl App | Application for a smartphone based on iOS or Android |
| HD App | InSideControl HD App | Application for a tablet based on iOS or Android |
| IP gateway | KNX InSideControl IP gateway | The KNX InSideControl IP gateway connects your local network to the KNX installation. With a portable device, you can access your KNX installation via the IP gateway, control the functions and receive status reports (e.g., warning notifications). |

## Types of information and instructions used

**ATTENTION**

ATTENTION indicates a situation which could result in damage to property.

The information provided must be observed, otherwise program errors may occur, or functions may be become unavailable or limited.

These tips and tricks contain additional information on a topic and instructions to make your work easier.

Instructions and information that apply only to portable devices with the Android operating system.

Instructions and information that apply only to portable devices with the iOS operating system.

Instructions and information that apply only to *InSideControl App* are marked with the smartphone symbol.

Instructions and information that apply only to *InSideControl HD App* are marked with the tablet symbol.

## Text features used

The following text styles and markings are used in this document.

| Text style | Meaning |
|---|---|
| [F6] | Keys on the keyboard |
| *Software*<br>*IP address* | Software names, menu texts, buttons, values (selection fields) or system messages of the software are shown in italics and in grey. |
| *File / Save* | Menu and menu sequences |
| Chapter "Operation" | Cross-references or Internet addresses |

# Getting to know the InSideControl App/HD App

With InSideControl, you can control your KNX installation and therefore your house with a portable device (smartphone or tablet). To do this, the application *InSideControl App* or *InSideControl HD App* must be installed on the portable device. The portable device accesses the KNX installation either via the local network (WLAN) or via a VPN access.

Among other things, you can use InSideControl to control lighting, blinds or heating individually or to call up multiple devices at the same time via scenes. Messages from the KNX installation can also be received (e.g., a flood message or energy consumption display).

To access your KNX installation with the *App/HD App*, a KNX InSideControl IP gateway (art. no.: xxx6500-0113) must be installed in your KNX installation.

An IP gateway can be connected to up to five portable devices simultaneously. Each portable device can be equipped with an individual configuration. This enables the access for a portable device to be restricted to specific devices in a room, for example.

An optimal connection is achieved with up to three portable devices. If more than three portable devices are connected simultaneously to an IP gateway, the transmission speed may be reduced.

**VPN access (VPN = Virtual Private Network)**

With InSideControl, you can also access your KNX installation with a portable device via WAN (Internet). See the chapter VPN access --> 13.

## Supported portable devices

The *App/HD App* was developed for portable devices such as smartphones and tablets and is available for the Apple iOS and Google Android operating systems.

There are two *Apps* available, which are optimised for specific portable device set-ups:

- *InSideControl App* for smartphones
- *InSideControl HD App* for tablets

### System requirements:

| | |
|---|---|
| Android smartphones: | Version 1.5 Cupcake or higher |
| Android tablets: | Version 2.1 Eclair or higher<br>*InSideControl HD App* is optimised for portable devices with a minimum screen size of 17.78 cm (7") or a resolution of 1280 px in width. |
| Apple: | iOS 5 or higher |

# Setting up InSideControl

The following steps are required to set up InSideControl:

- *Installing App/HD App* on portable devices
- Transferring the configuration file to portable devices
- Connecting portable devices to the IP gateway

## Installing App/HD App on portable devices

Download *InSideControl App* or *InSideControl HD App* from the Apple Store and install the *App*.

Download *InSideControl App* or *InSideControl HD App* from the Google Play Store and install the *App*.

You can start the *App/HD App* and use it in Demo Mode without a connection to an IP gateway. The features of the Demo Mode are outlined in the chapter Settings --> 29.

## Transferring the configuration file to portable devices

The configuration consists of a file with the extension .knx and contains the options for your KNX installation. Without a configuration file, you cannot control any elements of your KNX installation.

The configuration file is provided by your system integrator.

### Portable devices with the iOS operating system

Files can only be copied onto Apple portable devices using the *iTunes* program. *iTunes* must be installed on a PC or Mac. *iTunes* is available to download free of charge at http://www.apple.com/de/itunes/.

**Transferring the configuration file**

① Connect your portable device to your computer.

② Start *iTunes*.

③ Select the portable device Ⓐ onto which the file is to be transferred.

④ Click on *Apps* Ⓑ .

⑤ Navigate to the menu item *File Sharing* Ⓒ.

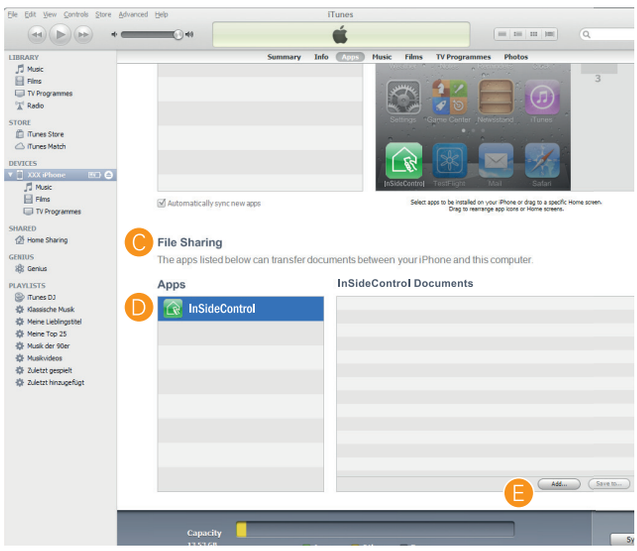
⑥ Select the *InSideControl* application Ⓓ.

⇒ The list of shared files is shown.

If there is already a file here, click on it and delete it with the [Del] key.

⑦ Click on *Add* Ⓔ to load a configuration from your computer.

⇒ The configuration file is copied to your portable device.




The configuration file is usually copied to your portable device immediately.
If the transfer was unsuccessful, you can start the copy process again with *Sync*.

For the configuration file to be read, the *App/HD App* must be completely ended and restarted. Consult your operating system manual for information on how to completely end an application.

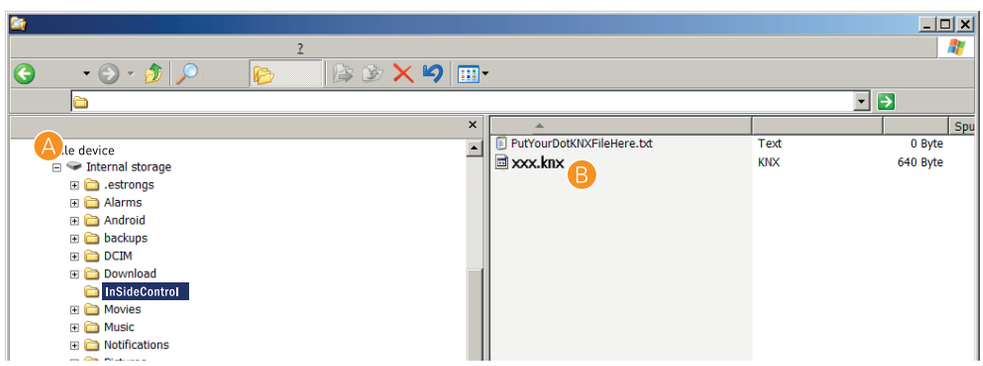
## Portable devices with the Android operating system

The Android operating system offers a range of options for transferring a file. Below is a description of the most common case, which applies to almost all portable devices with the Android operating system.

Consult the manual for your portable device to find out about alternative file transfer options.

**Transferring the configuration file**

① Connect your portable device to your computer.
② Open your file manager.
③ Select your portable device Ⓐ.
④ Copy the configuration file to the folder " ...\InSideControl\" Ⓑ.




⑤ Disconnect your portable device from the computer.

For the configuration file to be read, the *App/HD App* must be completely ended and re-started. Consult your operating system manual for information on how to completely end an application.

# Connecting portable devices to the IP gateway

To access your KNX installation with the *App/HD App*, an IP gateway (art. no. xxx6500-0113) must be installed in your KNX installation. The IP address of the IP gateway can be assigned via a DHCP server or via manual configuration as an ETS parameter. The exact procedure can be found in the software application for the IP gateway.

There are two ways to access the KNX installation via the IP gateway:

- WLAN access
- VPN access

## WLAN access

For WLAN access, the IP gateway and the portable device are in the same network (WLAN). To control the KNX installation, the IP address/port of the IP gateway must be known to the portable device.

You can establish the connection either automatically or manually.

### Establishing an automatic connection

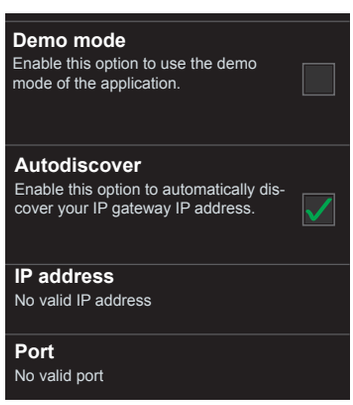
If one IP gateway is available in your KNX installation or no fixed IP address is assigned to the IP gateway, the connection should be discovered automatically.

① Open Settings (see Settings --> 29).

② Deactivate the *Demo mode* option.

③ Activate the *Autodiscover* option.

⇒ The IP gateway is searched for in the network.
If an IP gateway is found, the *App/HD App* connects automatically.



### Establishing a manual connection

If multiple IP gateways are present in your KNX installation or if a fixed IP address is assigned to the IP gateway, the connection should be established manually.

① Open Settings (see Settings --> 29).

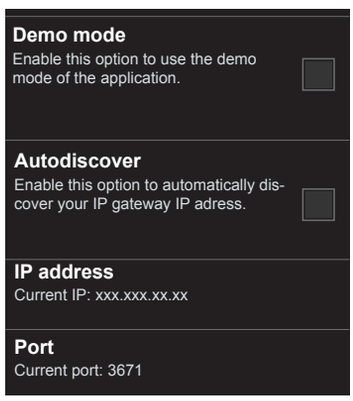
② Deactivate the *Demo mode* option.

③ Deactivate the *Autodiscover* option.

④ Enter the *IP Address*.

⑤ Enter the *Port*.

⑥ End the *App* and then restart the *App*.




Consult your operating system manual for information on how to completely end an application.

## VPN access

VPN access (VPN = Virtual Private Network) authorises the portable device to access the local network, and therefore also the KNX installation, via the Internet.

Benefits of VPN:

- Only authorised users have access to the local network.
- All data is encrypted.
- The data is not changed, recorded or diverted during the transfer. This is often referred to as a VPN tunnel.

Requirements for setting up a VPN connection:

- Internet connection
- The portable device and the router are prepared for a VPN connection (VPN client installed)

**ATTENTION**

**Risk of damage to property through unauthorised access to the KNX installation.**

As soon as you access the KNX installation via the Internet, the data traffic can be read by third parties.

- For this connection, use only a VPN access with secure encryption for all data packets.
- The required hardware (VPN router) and the offerings of mobile service providers differ significantly with regard to the settings and technical possibilities depending on the country or region.

Always have the VPN access set up and commissioned by a specialised VPN service provider. The VPN service provider selects a suitable mobile service provider and the suitable hardware for the VPN access and ensures that the VPN is set up properly.

**Schneider Electric is not liable for performance problems and incompatibilities caused by applications, services or devices from third-party providers.**

**Schneider Electric does not offer technical support for setting up the VPN access.**

# User interface

The user interfaces of the *InSideControl App* and *InSideControl HD App* are optimised for the supported portable devices. This chapter outlines the user interfaces and their operation.

## Operation

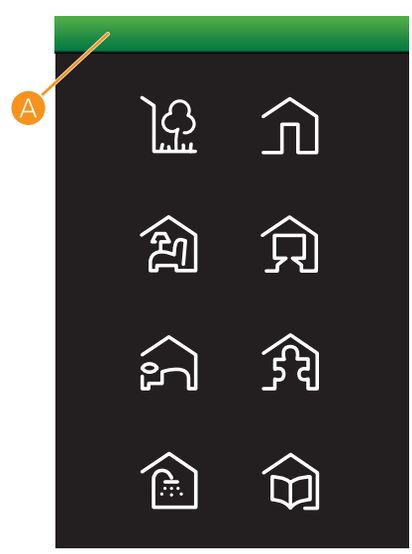
*InSideControl App/HD App* supports the following gestures:

| | | |
|---|---|---|
| Tapping | ⇨ | Tap briefly on a symbol. |
| Pressing | ⇨ | Press and hold down a symbol for a longer time. |
| Swiping (scrolling) | ⇨ | Swipe over the user interface with your finger |

## InSideControl App

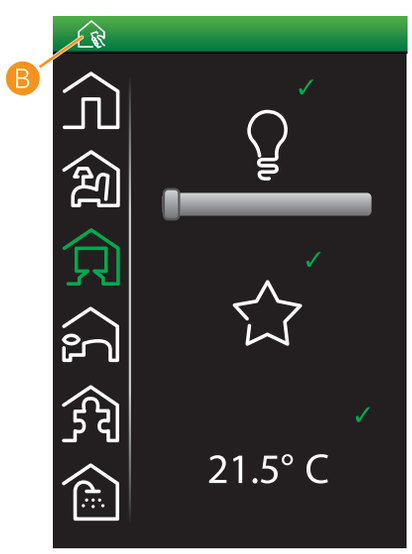
The user interface of the *InSideControl App* consists of a status bar and two levels, the room level and the device level.

**Room level**




Ⓐ Status bar

**Device level**




Ⓑ *Home*

### Room level

The symbols for the configured rooms are shown in the room level.

**Switching to the device level**

① Tap on the symbol for the desired room.

A description of the room symbols can be found in the chapter Meaning of the symbols --> 18.

## Device level

In the device level, the symbols for the configured rooms are shown in the left column. The right column shows the configured devices in the selected room.
The symbol for a selected room is marked green.

The operation of a device depends on the device configuration. Detailed information on the operation of the devices is available in the chapter Meaning of the symbols --> 18.

**Switching rooms**

① Tap on the symbol for the desired room.

**Switching to the room level**

① Tap on *Home* in the status bar.

With Android, you can also use the back function.
Consult the manual for your device for information on which symbol or button is applicable.

## Status bar

The status bar can be found at the top edge of the screen and shows information such as the selected room and also offers a number of options.

Ⓐ Home

Ⓑ The project name (in the room level) or the name of the selected room (in the device level)

Ⓒ Status report

The colour of the status bar shows whether the *App* is connected to an IP gateway.

| | |
|---|---|
| Green | Connected to the IP gateway |
| Red | Not connected; note the status report |

**Switching to the room level**

① Tap on *Home* in the status bar.

**Establishing or ending a connection to an IP gateway**

① Tap on the status bar.

For iOS, the connection is established only under Settings. Information on the connection can be found in the chapter Settings --> 29.

**Displaying the information screen**

With iOS, the *Home* symbol also appears in the room level.

① Switch to the room level.

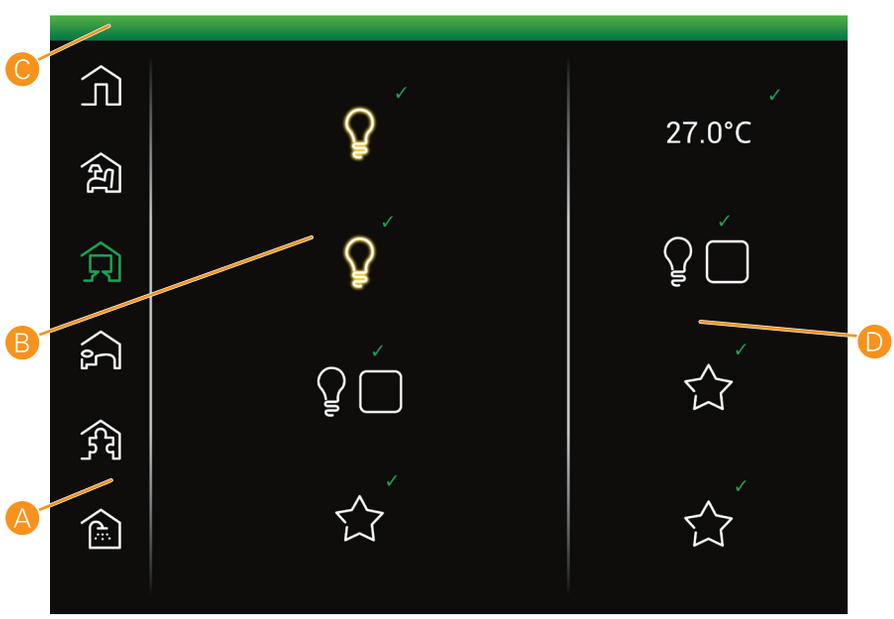
② Tap on *Home* in the status bar.

① Tap on the *Menu* symbol or press the [Menu] button. Consult the manual for your portable device for information on which symbol or button is applicable.

② Select *Information*.

# InSideControl HD App

The user interface of the *InSideControl HD App* is made up of three columns: the room overview, the device overview and the favourites.




Ⓐ Room overview

Ⓑ Device overview

Ⓒ Status bar

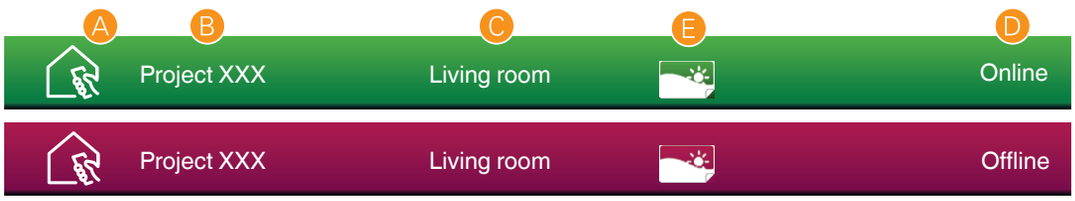
Ⓓ Favourites

## Favourites

The same four devices are contained in the favourites, regardless of which room is selected. The devices shown here are defined in the configuration file.

## Status bar

The status bar can be found at the top edge of the screen and shows information such as the selected room and also offers a number of options.




Ⓐ Home
Ⓑ Project name
Ⓒ Name of the selected room
Ⓓ Status report
Ⓔ Set background

The colour of the status bar shows whether the *HD App* is connected to an IP gateway.

| | |
|---|---|
| Green | Connected to the IP gateway |
| Red | Not connected; note the status report |

**Establishing or ending a connection to an IP gateway**

① Tap on the status bar.

For iOS, the connection is established only under Settings. Information on the connection can be found in the chapter Settings --> 29.

In the *HD App*, you can set a different background image for each room.

**Setting the background image**

① Tap on the background symbol.
⇒ A selection opens.

**Taking the background image with the built-in camera**

① Tap on *From Camera*.
② Tap on the trigger symbol.

**Selecting the background image from the internal or external memory**

① Tap on *From SD Card*.
② Navigate to the desired image.
③ Confirm your selection.

**Removing the background image**

① Tap on the background symbol.
② Tap on *Remove image*.

# Meaning of the symbols

There are two symbol types in InSideControl: room symbols and device symbols. The following tables provide an overview of the symbols and their functions.

If InSideControl is not connected to an IP gateway, all room and device symbols are in "Offline Mode". The symbols are shown in grey and do not react to inputs.

## Room symbols

A room is a group of different devices (e.g., lamps, blinds, warning notifications), which are configured by your system integrator in accordance with your specifications. These devices do not necessarily have to been in the same room.

The status of the room symbol provides certain information. The following table provides an overview of the room symbol statuses along with their meaning:

| Meaning | Connected to IP gateway | Not connected to IP gateway |
|---|---|---|
| Room not selected | | |
| Room selected | | |
| At least one light in the room is switched on. | | |

The colours shown correspond to the standard colour scheme. The status colours may vary with the colour scheme. More information on the colour schemes is available in the chapter Settings --> 29.

## Room symbols overview

Your system integrator has selected the room symbols according to your KNX installation. Here are some examples of room symbols and their possible meanings:

Living room

Dining room

Kitchen

Stairway

Bathroom

Front door

Bedroom

Television room

Dressing room

Children's room

Garden, patio, back yard

Library

Garage

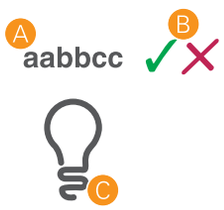
Area for cameras or monitoring

Area for scenes

Area for energy efficiency (energy meter, power consumption, ...)

# Device symbols

A device symbol represents a connection to one or more devices of your KNX installation. The appearance and operating mode of a device symbol depend on the connected device.




Ⓐ Device name
Ⓑ Result of the status query
Ⓒ Symbol of the device

**The status query**

To ensure that the current device status is always shown in the *App/HD App*, InSideControl queries the device status at different points in time. These points in time are:

- When the *App/HD App* is started: All devices are queried.
- When a room is called up: All devices of the room are queried.
- When the device name is tapped.

The status query and update may take several seconds depending on the scope of the project and the quality of the connection.

The success or failure of the status query is shown in the *App/HD App* with two symbols next to the device name:

✓ The status query was successful, the status is known. The device can be controlled.

✗ The status query was unsuccessful, the status is unknown. The device cannot be controlled.

To rectify the error:

① Tap on the device name and connect again.
② If no connection can be established, contact your system integrator.

Below, you will find an overview of the device symbols and their relevant options.

## Lighting

This device symbol represents a light. The device symbol shows the status of the light.

### Switching the light on or off

① Tap on the device symbol to switch the light on or off.

## Dimming the light

If a slider is shown below the light symbol, the light can also be dimmed.

① Move the slider to the desired setting.

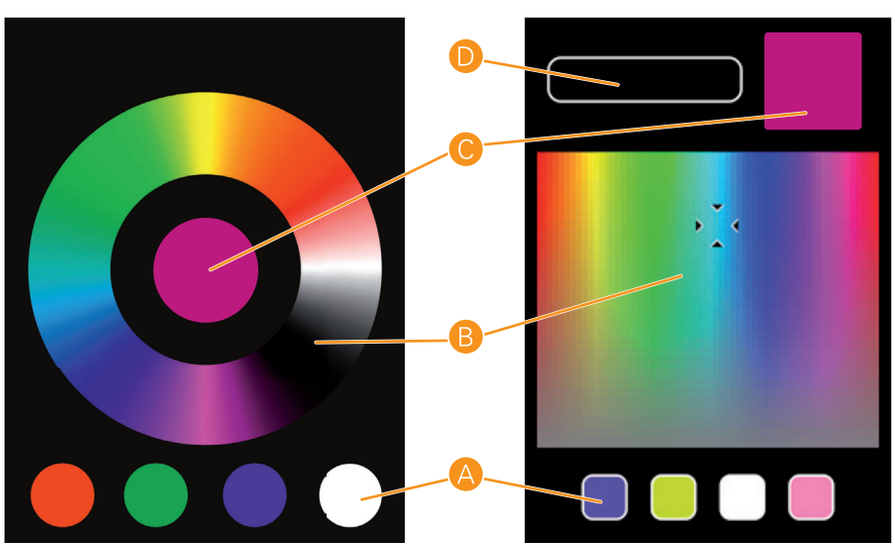
## Setting the RGB light

If a square is shown next to the light symbol, you can select the colour of the light.

**Opening the colour selector**

① Tap on the square.

⇒ The colour selector opens.




Android colour selector

iOS colour selector

Ⓐ Favourites

Ⓑ Colour palette

Ⓒ Colour selection

Ⓓ Cancel

**Selecting the colour of the RGB light**

① Open the colour selector.
② Tap on the colour palette Ⓑ.
⇒ The colour selection Ⓒ shows the selected colour.
③ Tap on the colour selection Ⓒ.

⇒ The square shows the selected colour.

**Defining favourites**

① Open the colour selector.
② Tap on the colour palette Ⓑ.
⇒ The colour selection Ⓒ shows the selected colour.
③ Press the desired favourite Ⓐ.
⇒ The selected colour is set for the favourite.

If the vibration function is switched on, your portable device vibrates to confirm the activation.

**Selecting favourites**

① Open the colour selector.
② Tap on the desired favourite Ⓐ.

**Exiting the colour selector without changing the colour**

iOS
① Tap on Cancel.

① Tap the back symbol or press [Back] on your portable device. Consult the manual for your portable device for information on which symbols and buttons are applicable.

## Switches

This device symbol represents a device that can be switched on and off. The device symbol shows the status of the device.

① Tap on the device symbol to switch the device on or off.

## Sliders

This device symbol represents a device for which values can be defined directly within a specific range.

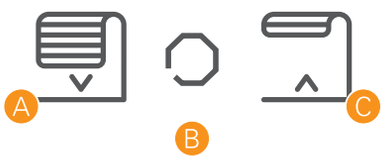
① Move the slider to the desired value.

## Blind/roller shutter

This device symbol represents a blind or roller shutter. The device symbol and function are adapted to the devices actually in use.

### Moving the blind/roller shutter

With the exception of specific brands, all blinds in a KNX installation have the functions *Up*, *Down* and *Stop/Step*.




Ⓐ *Down*: Tap on *Down* to lower the blind to the end position.

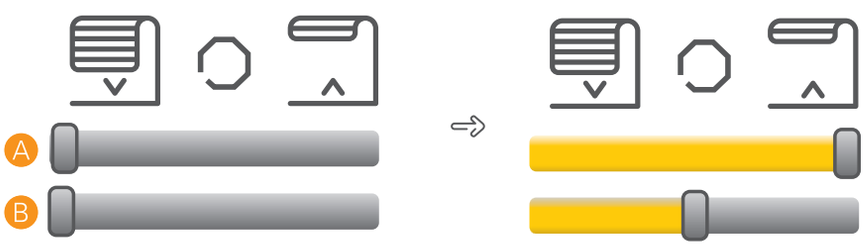
Ⓑ *Stop/Step*: Tap on *Stop/Step* to stop the blind or to move it in steps.

Ⓐ *Up*: Tap on *Up* to raise the blind to the end position.

The precise function of the blind control depends on your specific KNX installation. Contact your KNX system integrator for a detailed description of your control.

### Blind/roller shutter with positionings

If there are sliders under the device symbol, the blind supports additional functions.




Ⓐ *Height position*: Move the slider to the desired position to directly specify the height position of the blind.

Ⓑ *Slat position*: Move the slider to the desired position to directly specify the vane opening.
Right = open slats, left = close slats.

### Blinds from Gradhermetic

If you control blinds from Gradhermetic, you can call up the functions *Up*, *Down* and *Stop*.

Ⓐ *Down*: Lower the blinds. Close the slats. Activate *Up-Down* operating mode

Ⓑ *Stop*: Stop the blinds. Activate *Tilt* mode

Ⓒ *Up*: Raise the blinds. Open the slats. Activate *Up-Down* operating mode

**Lowering/raising the blinds**

① Press *Down* or *Up* to activate the *Up-Down* operating mode.
② Tap on *Down* or *Up* to lower or raise the blind to the end position.

**Opening/closing the slats**

① Press *Stop* to activate the *Tilt* operating mode.
② Tap on *Down* or *Up* to close or open the slats.

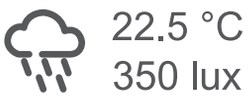
If the vibration function is switched on, your portable device vibrates to confirm the activation.

## Scenes

This symbol represents a scene. A scene puts one or multiple devices into a pre-set state at the same time (e.g., switch on lamps, move blinds to half height). Scenes can only be activated.

① Press the scene symbol.

If the vibration function is switched on, your portable device vibrates to confirm the activation.




## Indicators

Device symbols that do not control any devices are indicators. Indicators receive information from devices and show the information.

### Symbol indicators

Symbol indicators represent the function of the connected device with a symbol. Symbol indicators have two states.

### Value indicators

Value indicators show the value of the connected sensor, e.g., wind speed, temperature or humidity.

## Heating, ventilation, air conditioning

These device symbols represent the control for the following device categories:

- Heating system
- Air conditioning system
- Cooling system
- Ventilation

### Setting the setpoint temperature

The setpoint temperature for the connected system can be set with this device symbol.

**Decreasing the setpoint temperature**

① Tap on – .

**Increasing the setpoint temperature**

① Tap on + .

## Activating operating modes

With these device symbols, you can switch between pre-set operating modes. Consult your system integrator to find out which settings and setpoint temperatures have been configured for your system.

① Tap on the symbol to activate an operating mode.

Ⓐ Frost protection or heat protection operating mode

Ⓑ Standby operating mode (activated)

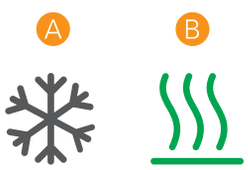
Ⓒ Night operating mode

Ⓓ Comfort operating mode

## Activating the controller mode

With this function, you can activate the heating or cooling.

① Tap on the symbol to activate the controller.




Ⓐ Cooling controller mode

Ⓑ Heating controller mode (activated)

## Air conditioning system (Mitsubishi)

You can control your air conditioning system with this function.

① Tap on a symbol to activate a particular mode.

Ⓐ Automatic

Ⓑ Heating (activated)

Ⓒ Cooling

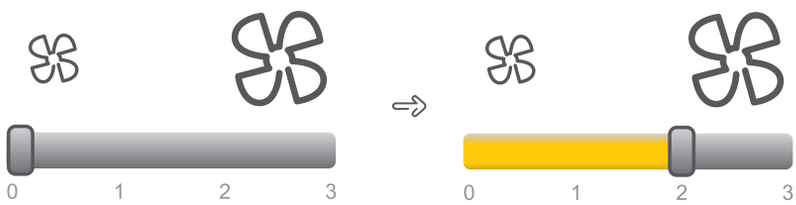
Ⓓ Fan

Ⓔ Room dehumidification

### Fans

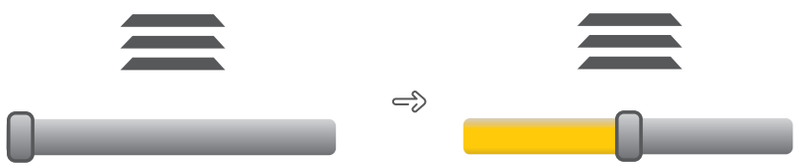
With this device symbol, you can control the speed of fans. A different number of levels is shown depending on the fan.

① Move the slider to the desired value.




Ventilation With this device symbol, you can specify the opening width of the ventilation louvers.

① Move the slider to the desired value.



## Cameras

This symbol represents the connection to a camera.

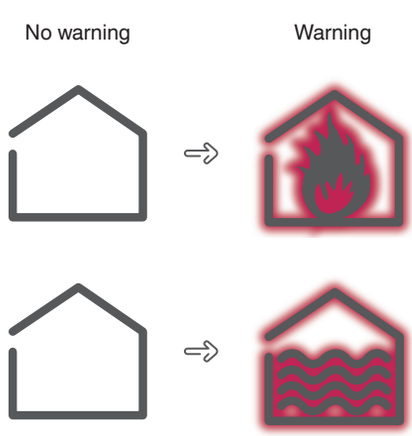
To switch to the live view of the camera:

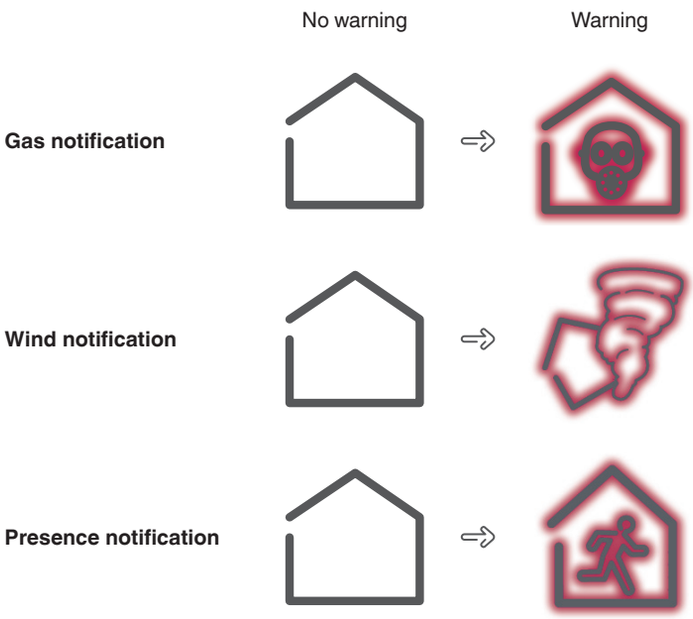
① Tap on the device symbol.

## Warning notifications

These device symbols show a warning. The device symbol depends on the type of associated warning notification.

Warning notification symbols have two states:






InSideControl also offers the option of showing a warning notification as a pop-up window. Details of how to activate the pop-up windows can be found in the chapter Settings --> 29.

# Settings

In the settings, you can adapt the behaviour of the InSideControl, activate/deactivate the Demo Mode and connect your portable device to the IP gateway.

**Opening the settings**

① Start the *App/HD App*.
② Tap on the Menu symbol or press the [Menu] button. Consult the manual for your portable device for information on which symbol or button is applicable.
③ Tap on Settings.

① Start *Settings* in the main menu.
② Select *InSideControl* from the list of installed applications.

Below is a description of the setting options for Android. The menu options for Apple differ slightly from the Android menu options.

## Customization

For Android, the following settings are found under the menu item *Customization*:

- Keep screen enabled
- Enable warning notifications
- Visual Style

**Auto-lock Screen**

### Keep screen enabled

If this option is selected, the screen is not switched off while the *App/HD App* is active.

**Enable notification pop-ups**

### Enable warning notifications

If this option is selected, warning notifications of your KNX installation are shown as a pop-up window.

Warning notifications are shown as pop-up windows only if InSideControl is active. A warning notification will not activate the *App/HD App* or wake the portable device from the standby mode.

**Settings for the display**

### Visual Style

Here, you can select a pre-set colour scheme.

# Demo

## Demo Mode

If this option is selected, the *App/HD App* is put into Demo Mode.
In Demo Mode, you can test the behaviour of the *App/HD App* without being connected to a KNX installation.
Pre-set rooms and devices are shown, which represent a conventional KNX installation. All symbols and buttons react in the same way as with a connected KNX installation.

The Demo Mode is always active if no configuration file has been loaded. The Demo Mode can be deactivated only when a configuration file is loaded. The status report in the status bar shows whether the *App/HD App* is in Demo Mode.

# Connection settings

The exact procedure for connecting the portable device to the IP gateway is outlined in this chapter: Connecting portable devices to the IP gateway --> 11

## Application status

The application status shows whether InSideControl is working correctly. The MAC address with which a connection is to be established is also shown.

## Autodiscover

If this option is selected, the *App/HD App* will search for valid IP gateways in the local network. This means that the IP address and the port of the IP gateway do not have to be entered manually.
If the IP gateway is discovered, the *App/HD App* connects automatically.

We recommend that the IP address and the port be entered manually if there is more than one IP gateway or other KNX netIP devices in your LAN.

## IP Address

Enter the IP address of your IP gateway here.

The IP gateway must be assigned a fixed IP address in the network.

## Port

Enter the port for your IP gateway here. The standard port address is: 3671

## Remote access

With remote access, you can access your KNX installation via the Internet. With this type of access, you have **no security mechanisms** to guarantee secure access to your KNX installation.

**ATTENTION**

**Risk of damage to property through unauthorised access to the KNX installation.**

This type of access has no security mechanisms, such as authentication, encryption or integrity. If you connect to your KNX installation via remote access, the data traffic can be read, changed or diverted by third parties without restriction.

The person carrying out the access must have proven detailed knowledge of the following areas:

- Selecting and configuring the router provided by the customer
- Setting up a DDNS service
- Port forwarding

Always have the remote access set up and commissioned by a specialised service provider.

**Schneider Electric is not liable for performance problems and incompatibilities caused by applications, services or devices from third-party providers.**

**Schneider Electric is not liable for damage to property caused by unauthorised access to your KNX installation.**

**Schneider Electric does not offer technical support for setting up a remote access.**

We recommend using a VPN access for accessing the KNX installation via the Internet. For more information, see the chapter VPN access --> 13.

## Secondary IP Address

Enter the IP address for the remote access here.

## Secondary Port

Enter the port for the remote access here.

# Warning notifications and error messages

This chapter outlines the error messages and instructions for rectifying them.

**WLAN connection error**

The portable device is not connected to a wireless network.

Rectifying the error:

① Acknowledge the message.
② Check the settings of your device and wireless network.

**Remote access error**

A remote access to the IP gateway could not be established.

Rectifying the error:

① Acknowledge the message.
② Contact the service provider that set up the remote access.

**IP gateway error**

A connection to the IP gateway could not be established.

Rectifying the error:

① Acknowledge the message.
② Wait two minutes before attempting to establish the connection again.
③ Check whether five portable devices are already connected to an IP gateway. Disconnect one of the other connections before attempting to establish a connection again.

**KNX connection disconnected**

The connection between the portable device and the IP gateway has been disconnected.

To restore the connection:

① Tap on *Retry*.

To not restore the connection:

① Tap on *No, thanks*.
② If this error persists, check your network installation settings.

**Format of the MAC address is invalid**

The MAC address provided does not correspond to the format of a MAC address.

To rectify the error:

① Acknowledge the message.
② Enter the correct MAC address.

**Red cross next to device symbol**

The device connected to the device symbol is not connected correctly, the current status of the devices is not available.

To rectify the error:

① Tap on the device name and connect again.

② If no connection can be established, contact your system integrator.

# Appendix

## Trademarks

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## Licensing rights

The *InSideControl App* and *InSideControl HD App* can be downloaded from the App Store or Google Play Store and used in Demo Mode free of charge.

The licence and thus the full range of functions can be purchased with the specially developed KNX InSideControl IP gateway from Schneider Electric. You can control your house and visualise the functions on your portable device only with this IP gateway.

To make the configuration available on the portable device, you need the software *InSideControl Builder*, which is available to download free of charge from www.schneider-electric.com.

## Glossary

| Use | Explanation |
|---|---|
| App | Abbreviation for *InSideControl App*.<br>Application (app) for a smartphone based on iOS or Android. |
| HD App | Abbreviation for *InSideControl HD App*.<br>Application (app) for a tablet based on iOS or Android, |
| Builder | Abbreviation for *InSideControl Builder*.<br>Software in which the control for the App is configured. |
| DDNS | Abbreviation for Dynamic Domain Name System. |
| Demo Mode | In Demo Mode, you can navigate in the *InSideControl App/HD App* and try out the different functions, but you cannot control your house. |
| Functions | Devices have functions, which you can call up with the portable device. You can switch a lamp on or off or see the results of a function, such as warning notifications or the status of a device. |
| Devices | Devices are equipment or apparatuses with specific functions.<br>Example: The heating has the function of heating the room. |
| IP gateway | Abbreviation for *KNX InSideControl IP gateway*.<br>The portable device accesses the KNX system via the IP gateway, enabling it to control the individual functions and also receive feedback (e.g., warning notifications). |
| Configuration file | The configuration file is created by the system integrator in the software *InSideControl Builder* and is then transferred to the portable device. This file contains all information for the functions you wish to control in your house. |
| Portable devices | Portable devices that receive additional functions with an App. Examples of portable devices include smartphones and tablets, but not notebooks. |

| Use | Explanation |
|---|---|
| QR code | The QR code (QR = Quick Response) is a 2D code that is made up of points in the shape of a square. Smartphones or tablets can read this information if a relevant app has been installed. |
| Smartphone | Mobile phone that can be individually equipped with additional programs (apps). |
| Tablet | Mobile computer that can be equipped with individual functions through additional programs (HD apps). |
| VPN | Abbreviation for Virtual Private Network.<br>VPN refers to a computer network between at least two participants that uses the Internet as a transport layer. There is no public access to this Internet connection, however. As only specific authenticated computers participate in this network and the VPN data packets are transmitted in encrypted form, i.e., cannot be viewed by external parties, this is also often referred to as a VPN tunnel. |
| WAN | Abbreviation for Wide Area Network.<br>A WAN is a computer network that links different local networks and individual computers at different sites all over the world. WANs use private or public networks. The Internet is the most widely known public network. |
| Wi-Fi | Wi-Fi refers to devices that are manufactured according to the Wi-Fi Alliance standard and can communicate with each other wirelessly across all manufacturers. Certified devices of the members are given the Wi-Fi logo. |
| WLAN | Abbreviation for Wireless Local Area Network.<br>WLAN is a local network that uses wireless communication. There are ad-hoc networks (with just two computers) and infrastructure networks in which a large number of computers communicate with each other via a central point.<br>In some countries, the term Wi-Fi is used as a synonym for WLAN. |